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| Multimedia Procedure | Title Undelivered Mail Package Procedures for the Area Distribution Centers | Procedure Number 177 | |
| | | Page 1 Of 2 | |
| Originating Branch Publishing Systems Mod | To Be Used By Area Distribution Centers | Approved By Jack Cunningham | Date June 2001 |

Purpose

This procedure establishes guidelines for Area Distribution Center (ADC) personnel to process returned and undelivered mail for the United States Postal Service (USPS). It also provides instruction on how to handle undeliverable packages from small package carriers, damaged packages, restocking, and recycling of package contents.

Procedure

1. All returned packages will be x-rayed daily in designated areas.
2. All returned packages will be placed in assigned staging areas.
3. Returned packages will be sorted by carrier(s), for example: **USPS, FedEx Express, FedEx Ground, and United Parcel Service (UPS).**
4. Reason for returned package(s) which is normally stamped or written on package, will be documented on return forms, (formats attached) and sorted. **Examples of reasons:**

USPS Mail Returns/Automated mail

Moved No Forwarding Address
 No Reason Given
 Incorrect Address
 Forward Time Expired
 Insufficient Address
 Unclaimed
 Addressee Unknown
 Not deliverable As Addressed
 No Such Number
 Delivery Refused
 Code 1
 Damaged

FedEx Express Returns

Incorrect Delivery Address
 Delivery Refused
 Damaged
 Other Reason

FedEx Ground Returns

Delivery Refused
 Incorrect Delivery Address
 Damaged
 Other Reason

UPS Returns

Not In On 3 Delivery Attempts
 Incomplete Delivery Address
 Damaged
 Incorrect Address

Delivery Refused

Other reason (write in reason(s))

5. Packages will be separated by reason for return. Packages returned are easily identified with an asterisk indicating address has been researched by Code 1 and Finalist. Packages with an adhesive color dot are hand written orders that have been researched and not accepted by Finalist.
6. Returned packages will be counted and sorted by Specialty Program for example ACI, BPOL, Embassy, IMDDS, POD, Security, TPE, VITA, etc.
7. Tick count data will be entered on a return form daily. Forms 13096-13100 have been created for each type of data. They are available in fillable form on the Multimedia Home Page. **See exhibits.**
8. After each package has been counted and information logged on return form, the contents can then be disposed and/or recycled per ADC's recycle contract.
9. Products that can be reused with minimal sort are to be returned to Order Fulfillment or Warehouse stock. **RETURN THE STOCK ONLY IF THE REVISION IS CORRECT/CURRENT.**
10. The designated clerk will handle all returns for packages identified as Specialty Program. Packages will be researched to determine the reason for return. If the package is damaged or appears to contain an incomplete address, verify that the item(s) have not been reordered. Contact the requester/analyst to place any further orders on hold until any address problems are resolved.
11. Package(s) returned due to lack of postage will be reshipped. Package(s) received with CIDS tickets (pick ticket) incorrectly placed in envelope will be corrected and reshipped.
12. Reports for the preceding month are to be submitted to National Office Publishing Systems Modernization Attn: Diane Wallace (W:CAR:MP:M:M) on the 15th of each month.
13. For purpose of this reporting process, the "call tag" procedure used to retrieve due to various reasons shipments from recipients, will not be tracked and included.

DAMAGED

Remove address label and/or picking ticket from the envelope/carton.

FedEx Ground and UPS will provide a damaged package report. The information will be forwarded to Order Entry. A Form 5753 (Action on Your Tax Form Order) will be sent to taxpayer with an explanation, and request to reorder.

RESTOCK

Case quantity returns are annotated Return To Stock (RTS) and forwarded to Logistics.

Reusable products for example: Pub. 17, Pub. 334, Pkg. X and other products will be restocked. **Return the stock only if the revision is correct.**

RECYCLE

Products that are not restocked or reshipped will be recycled per ADC's recycling procedures.

| USPS Returns | |
|--------------|--|
|--------------|--|

Month_____ ADC_____

Month_____ ADC_____

[illegible]

| Automated Mail Returns | |
|------------------------|-----|
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| 98 | 98 |
| 99 | 99 |
| 100 | 100 |

Month_____

ADC_____

[illegible]

[illegible]

| FedEx Ground Returns | | | | |
|----------------------|------------------------|----------------------------|---------------|---------------------|
| Month_____ | | ADC_____ | | |
| Date | #1 Delivery Refused | #2 Incorrect Address | #3 Damaged | #4 Other Reasons |
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| UPS Returns | | | | | | |
|-------------|----------------------------------|--------------------------------|---------|----------------------|------------------|--------------------------------|
| Month_____ | | | | ADC_____ | | |
| | #1 | #2 | #3 | #4 | #5 | #6 |
| Date | Not In On 3 Delivery Attempts | Incomplete Delivery Address | Damaged | Incorrect Address | Delivery Refused | Other Reason (write in reason) |
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